

# ELDERLY AND DISABLED TRANSIT ADVISORY COMMITTEE (EDTAC)

## Committee Meeting Minutes

Via video-conferencing

119 Lower Beech St – Wilmington and 900 Public Safety Blvd – Dover

Wednesday, March 14, 2018

1:00 – 3:00 pm

The Elderly and Disabled Transit Advisory Committee (EDTAC) met Wednesday, March 14, 2018 at 1:00 pm via video conferencing from DART First State Offices in Wilmington and Dover.

In attendance:

### **EDTAC Members**

Kathleen McCool

Bruce Fisher

Melissa Martin, Co-Chair

Debbie Dunlap

Diane Schilling, Easter Seals

Ken Moore, CHEER

### **DTC Representatives**

John Sisson, CEO

David Lewis, Eligibility Supervisor

Margaret Webb, Paratransit Manager

Carmela Tate, Paratransit Support Services

Belinda Strickland, ADA Compliance Specialist

Myisha Brooks, Customer Service

Kathy McGuire, Contract Specialist

Stephen Ottinger, Planner

### **Guest:**

Lloyd Schmitz

Kat Schmitz

Sue Brewster, DVR

### **Members Absent**

Brian Eng

Darlene Cole

Blake Roberts

### **Call to Order**

### **Round Table Introductions**

Minutes from November 2017 were approved

### **FY19 Budget – John Sisson**

There was a million dollar increase to provide year round resort service. Increase also for union contract. Route 201 and 204 will run all year and Route 206 will now include Saturdays. Route 207 and 215 will be combined serving Long Neck year round. The new Route 307 starts in May from Lewis to Dover which was a big part of the budget. There is also a new Milford route being purposed for May to serve the new Milford Hospital.

### **On Time Performance-** Margaret Web

Goal is 92% which DTC strives to meet. FY17 and FY18 overall Kent County reached the goal with ADA trips at 91-95%, Sussex County ADA trips 85% and New Castle County ADA trips in February 81%. Total trip count 69,000 with New Castle County having 36,600 trips in February. Some issues that affect the on time performance are Operator absences and vacancies. No trips are denied and all riders get picked up.

Kent County is fully staffed, Sussex County has one opening and New Castle County has 10 openings (fulltime)

John indicated the partnership with agencies (Easter Seals and Cheers) lessens the burden. Easter Seals is now expanded to all 3 counties and DTC is looking into having more contracts with Cheers. John explained that the agency has buses and DTC would also provide buses as needed. They use their own Operators and DTC subsidizes to ensure the agency is not losing money it's more cost effective. The agency is responsible for their own maintenance, however DTC would pay.

Ken, from Cheers inquired about other contractors DTC uses. Currently there is MV and First Transit.

### **Advance Notification-** Carmela Tate

This is no longer a pilot program. Everyone gets the reminder which contacts customers between the hours of 5-9. Trip reminder will call the night before the trip is to take place. Reservationists take request for calls. All new customers will automatically get a call. Eminent Reminder calls within 10 minutes. There are 147 customers using the system and they have been asked to use their cell phone number. So far there are not many issues. Right now the only issue is if the bus arrives before 10 minutes the call will not generate. This is also available upon request. The trip reminder is able to send calls in the evening. This can be put on a particular ride or all trips. This also includes riders with Standing Orders however; many ask not to call them.

### **Accessibility of schedules** – Steve Ottinger

Transit System is working on it. They plan to model after Septa. The schedules are accessible however; there are a few issues for individuals who use screen reader. Lloyd asked if APTA was looking into this issue and John asked Belinda Strickland to follow up with Bonnie.

## **5310 Program Review and Changes- Kathy McGuire**

The approved state management program is adding trips and equipment. Start date is March 19, 2018. And application should be returned by May 11, 2018. There will also be a survey from University of Delaware sent to all providers who have 5310 vehicles. Propane buses are being used by KSI and Easter Seals.

**EDTAC new Chair Vote:** It was voted by the committee that Blake Roberts will be the new Chair for the next eight months.

### **Updates from DTC:**

#### **Planning- Steve Ottinger**

Route 210 Milford local circulator route it will be a single fare zone.

Route 119 in Dover will be eliminated due to low ridership.

New Route 307 Dover/Lewis Route

Flex Routes are still struggling. There was a survey done and once the results are back EDTAC will get an update.

Flag Stops: It was asked if DTC is looking into adding more? Flag zones for New Castle County were not able to be implemented.

Rodney Square: No longer a hub however, some buses still serve there but several buses had to be relocated. The Governor's office wanted DTC to relocate some of the buses. The bus stops aren't that far apart from Rodney Square. There are plans to have the transit hub at the train station by late summer next year.

Christiana Mall Park & Ride: Project to build a new transit hub on a site that DeIDOT currently owns.

Adjourn

Next meeting May 9, 2018